

ATTACHMENT A

DATE SUBMITTED: \_\_\_\_\_

DATE CLOSED: \_\_\_\_\_

TRACKING NUMBER: \_\_\_\_\_

CLEC Change Control Requests/Bell Atlantic Notifications

The following information is required for all Change Requests/Notification:

1. High Level Summary of Change

*This information should describe, at a high level, the change being requested.*

2. Reason for Change

*This information should describe the rationale for the change being requested.*

3. Timeframe

*What timeframe is anticipated for this change? Is it required immediately? Is it required by 3Q99? Explain.*

4. Detailed Description of Change

*Include any data element changes, business processes, and technical requirements.*

5. Jurisdictions Impacted

*Include the states / regions that will be impacted by this change.*

6. Regulatory Information

*If you believe that this change request/notification is required based on a regulatory requirement, please indicate the necessary information here.*

7. Contact Information

*Name*

*Date*

*E-mail Address*

*Telephone #*

*Postal Address*

8. Type & Category of Change

9. Priority (High, Medium, Low)

affects subscribers of the other Party, via fax to a single number designated by the other Party; (ii) establishment of a single point of contact responsible for initiating and coordinating the restoration of all Local Resale services, interconnection, or Network Elements; (iii) provision of status of restoration efforts and problem resolution during the restoration process, via fax to a single number designated by the other Party; (iv) reasonably equivalent priority, as between MCIIm subscribers and Bell Atlantic subscribers, for restoration efforts, consistent with FCC service restoration guidelines, including, without limitation, deployment of repair personnel, and use of spare parts and components on the Party's own network; and (v) a mutually-agreeable process for escalation of maintenance problems, including a complete, up-to-date list of responsible contacts, each available twenty-four (24) hours per day, seven (7) days per week. Said plans shall be modified and updated as needed.

5.1.6.1 As identified, the Parties shall provide timely notification to each other of network outages at Parity with the notification provided to their own repair centers. Such outages may include, but are not limited to:

- 5.1.6.1.1 Central Office outages;
- 5.1.6.1.2 Facility outages such as cable cuts and repeater failures;
- 5.1.6.1.3 Commercial power outages;
- 5.1.6.1.4 Load sharing situations;
- 5.1.6.1.5 Subscriber loop outages;
- 5.1.6.1.6 Signaling network congestion; and
- 5.1.6.1.7 General network congestion.

5.1.7 Bell Atlantic and MCIIm will make reasonable efforts to minimize the number of calls misdirected to the other Party's repair bureau. Bell Atlantic and MCIIm shall establish mutually acceptable methods and procedures for the referral from Bell Atlantic to MCIIm, and vice versa, of any and all misdirected calls from subscribers requesting repair.

~~5.1.7.1 MCIIm and Bell Atlantic each agree to provide their own subscribers with a toll free or ordinary number to call for repair service. Bell Atlantic will accomplish this, and will assist MCIIm to accomplish this, in three stages:~~

~~(1) From the execution hereof until March 31, 1997, calls to 611 shall be answered by a voice response unit or live operator. Such unit or operator will provide a referral telephone number (provided by MCIIm) to those MCIIm customers who call this number. Such referrals shall be provided on a Non-Discriminatory basis.~~

~~(2) By April 1, 1997, calls to 611 will be answered solely by an automated announcement. This announcement will inform Bell Atlantic subscribers to call a toll free number and will inform all other subscribers to call their respective carriers. The automated announcement will not provide referral numbers. However, the Bell Atlantic toll free referral number will be answered by a voice response unit or live operator who will provide maintenance referral numbers to non Bell Atlantic subscribers.~~

~~(3) Commencing no later than December 31, 1997, the 611 repair number will be deactivated and callers will be informed by a recorded message that it is no longer a working number, and that they should contact their carrier directly. At all times, and on a Non Discriminatory basis, Bell Atlantic operators will refer callers to the repair number of their respective carriers.~~

**5.1.8 Each Party's repair bureau shall perform the following functions in conformance with performance and service quality standards at Parity with those provided to itself when providing repair and maintenance to the other Party and the other Party's subscribers under this Agreement:**

**5.1.8.1 Either Party may request repairs to the other Party's network by calling the other Party's repair bureau.**

**5.1.8.2 Each Party shall make reasonable efforts to ensure that its repair bureau, including the electronic interface described in Section 5.2 herein, is on-line and operational twenty-four (24) hours per day, seven (7) days per week. MCI and Bell Atlantic will develop mutually agreed-upon manual processes for repair reporting in the event of unavailability or failure of the electronic interface.**

**5.1.8.3 Each Party's repair bureau shall provide to the other Party an "arrive by time" or "estimated time to arrive" on reported Telephone Exchange Service or Exchange Access Service trouble.**

**5.1.8.4 Each Party shall notify the other Party, via status screen or verbal communication, when the "arrive by time" or "estimated time to arrive" has been significantly changed or impacted by other events.**

**5.1.8.5 Each Party shall provide the status of repair efforts to the other Party upon reasonable request.**

**5.1.8.5.1 Bell Atlantic shall inform MCI of repair completion and the reason for trouble, if identified, as soon as practicable after**

restoration of Network Elements and any other trouble reports by MCIIm. Notification should be provided via electronic interface, when available.

5.1.8.5.2 When trouble is reported by a subscriber served through Network Elements, MCIIm will test its network (including basic unbundled loops) to identify any problems. If no problems are identified with the MCIIm network and/or no trouble is found in Bell Atlantic's service, MCIIm will open a trouble report with Bell Atlantic. Bell Atlantic shall then test its portion of the network and perform repairs, as appropriate, based on appointment availability. Each Party shall share test results and otherwise cooperate in order to resolve the trouble.

5.1.8.6 The Parties shall establish escalation procedures for trouble tickets and maintenance requests that are not resolved in a timely manner. The escalation procedures to be provided under this Agreement shall include names and telephone numbers of each Party's management personnel who are responsible for maintenance issues.

5.1.8.7 Neither Party shall perform maintenance services involving additional charges for Local Resale services, interconnection or Network Elements without advance authorization from the other Party, excluding charges for maintenance services as set forth in Attachment I, which will be billed to the Party requesting the maintenance services.

5.1.8.8 Bell Atlantic shall dispatch its technicians to MCIIm subscriber premises at Parity in response to reports submitted by MCIIm via an electronic interface established pursuant to Section 5.2 herein. The electronic interface shall have the capability of allowing MCIIm to receive trouble report information, access Bell Atlantic's status field and designated narratives which will contain the original test results, if applicable, and receive all applicable close out information including time of repair, work done and any charges associated with the trouble report.

5.1.8.9 Each Party shall furnish the other Party with single points of contact ("SPOC") for all communications relating to trouble tickets and maintenance requests.

5.1.8.10 Bell Atlantic agrees that MCIIm may call Bell Atlantic to verify Central Office features and functions as they relate to an open trouble report. Bell Atlantic agrees to work with MCIIm on the initial trouble report to isolate the cause of the trouble and, where possible, resolve the feature/function related trouble at that time.

5.1.9 The Parties shall exchange unique numbers to identify each initial report opened.

## 5.2 Systems Interfaces

5.2.1 Bell Atlantic will provide electronic interfaces (~~HCC-RETAS~~ and OSI) that meet OSI T-1 M-1 standards (ANSI T1-227, 1995 and ANSI T1-228 1995 as may be amended), as gateways to allow MCIm maintenance personnel and customer service representatives to perform the following functions for Local Services resold to MCIm subscribers: the ability to transmit a new trouble ticket for an MCIm subscriber; for all OSI electronically bonded reports, the ability to receive notification of status changes as they occur including notification of dispatch, providing MCIm the ability to track current status on all open MCIm subscriber trouble tickets; the ability to request an escalation and receive escalation responses of said request; the ability to receive dispatch "arrive by time" appointment (POTS only) when the trouble is established and automatic notification of appointment changes; the ability to update trouble information; and the ability to receive all applicable time and material charges at the time of ticket closure (total by subscriber, per event) along with clearance time and description of work done. ~~The Parties will negotiate reciprocal interfaces and procedures for maintenance of Interconnection and Network Elements. Prior to availability of electronic interfaces, Bell Atlantic shall respond to MCIm's telephonic inquiries.~~

5.2.2 The Parties acknowledge that Bell Atlantic has deployed an electronic bonding interface for the OSS Function of maintenance and repair. The Parties agree to continue using this electronic bonding interface (in compliance with its Joint Implementation Specifications - see Exhibit F of this Attachment VIII) to satisfy Bell Atlantic's obligation to provide use of Bell Atlantic's maintenance and repair OSS Function.

## 5.3 Standards

5.3.1 The following shall apply to premises visits by Bell Atlantic's employees and contractors:

5.3.1.1 Bell Atlantic employees or contractors shall provide to MCIm subscribers a written notice of charges for work completed, if any, or notice that additional work (on access to the premises) will be necessary.

5.3.1.2 If work is not completed because of access problems, Bell Atlantic employees or contractors shall call MCIm to advise it of the need for access. The report will be held for a reasonable period as "no-accessed" in

Bell Atlantic's system and will be redated once new access is established with respect to the subscriber premises so that MCIm can schedule a new appointment with Bell Atlantic and subscriber at the same time.

5.3.1.3 Bell Atlantic's employees or contractors shall use reasonable efforts to obtain the subscriber's signature on appropriate forms confirming any chargeable event.

## ***Section 6. Miscellaneous Services & Functions***

### **6.1 General Requirements**

#### **6.1.1 Basic 911 and E911 General Requirements**

Basic 911 and E911 provides a caller access to the appropriate emergency service bureau by dialing a 3-digit universal telephone number (911). Basic 911 and E911 shall be provided to MCIm in accordance with Sections 6.1.1 and 6.1.2 below. Notwithstanding the indemnification provisions set forth in Part A of this Agreement, Bell Atlantic's liability for indemnification resulting from third-party claims in connection with the provision of such 911 and E911 Services shall be subject to the liability limitations contained in Bell Atlantic's applicable 911 Tariffs.

6.1.1.1 E911 shall provide additional routing flexibility for 911 calls. E911 shall use subscriber data, contained in the 911 database system, to determine to which PSAP to route the call.

6.1.1.2 If available, Bell Atlantic shall offer a third type of 911 Service, 911 using SS7 (S911). All requirements for E911 as set forth herein shall also apply to S911 with the exception of the type of signaling used on the interconnection trunks from the local Switch to the S911 tandem.

6.1.1.3 Basic 911 and E911 functions provided to MCIm shall be at least at the same level Bell Atlantic provides to its subscribers for such functionality.

6.1.1.4 Basic 911 and E911 access shall be provided to MCIm in accordance with the following:

6.1.1.4.1 Bell Atlantic and MCIm shall conform to all state regulations concerning emergency services.

6.1.1.4.2 For E911, Bell Atlantic shall use its current process, as the same may be modified from time to time, to update and maintain subscriber information in the ALI/DMS data base.

6.1.1.5 If a jurisdiction has planned for overflow, then Bell Atlantic shall provide for such overflow 911 traffic to be routed to Bell Atlantic Operator Services or, at MCIm's discretion, directly to MCIm Operator Services.

6.1.1.6 Basic 911 and E911 access from the MCIm local Switch shall be provided to MCIm in accordance with the following:

6.1.1.6.1 When ordered by MCIm from Bell Atlantic, Bell Atlantic shall interconnect direct trunks from the MCIm network to the 911 PSAP, or the E911 tandems as designated by MCIm. Such trunks may alternatively be provided by MCIm.

6.1.1.6.2 In jurisdictions where Bell Atlantic has obligations under existing agreements as the primary provider of the 911 Service to a government agency, MCIm shall participate in the provision of the 911 Service as follows:

6.1.1.6.2.1 Each Party shall be responsible for those portions of the 911 Service for which it has control, including any necessary maintenance to each Party's portion of the 911 Service.

6.1.1.6.2.2 Bell Atlantic shall be responsible for maintaining the E911 database.

6.1.1.6.3 If a third party is the primary service provider to a government agency, MCIm shall negotiate separately with such third party with regard to the provision of 911 Service to the agency. All relations between such third party and MCIm are independent of this Agreement and Bell Atlantic makes no representations on behalf of the third party.

6.1.1.7 If available, Bell Atlantic shall provide to MCIm, upon request, the emergency public agency (e.g., police, fire, rescue, poison, and bomb) telephone numbers linked to all NPA NXXs for the states in which MCIm provides service.

6.1.1.8 If available to Bell Atlantic and for those jurisdictions previously requested by MCIm, Bell Atlantic shall transmit to MCIm as soon as practicable all changes, alterations, modifications, and updates to the

emergency public agency telephone numbers linked to all NPA NXXs. This transmission shall be electronic and be a separate feed from the subscriber listing feed.

6.1.1.9 The following are E911 database requirements:

6.1.1.9.1 If Bell Atlantic possesses an MSAG and is not prohibited from providing it to MCI, it shall provide copies of the MSAG within three (3) business days from the time requested. Copies shall be provided on diskette, magnetic tape, or in a format suitable for use with desktop computers. Updates to the MSAG thereafter will be provided on a monthly basis. In addition, Bell Atlantic shall provide to MCI quarterly refreshes of the MSAG database in its entirety.

6.1.1.9.2 MCI shall be solely responsible for providing MCI database records to Bell Atlantic for inclusion in Bell Atlantic's ALI database on a timely basis.

6.1.1.9.3 Bell Atlantic and MCI shall arrange for the automated input and periodic updating on a mediated access basis of the E911 database information related to MCI end users to replace the manual data entry process currently used. Bell Atlantic shall work cooperatively with MCI to ensure the accuracy of the data transfer by verifying it against the MSAG provided that MCI shall be responsible for the accuracy of information it provides Bell Atlantic. The relevant governmental jurisdiction is responsible for accuracy of the MSAG, and Bell Atlantic shall have no responsibility for accuracy of the MSAG. As soon as Technically Feasible, Bell Atlantic shall accept electronically transmitted files or magnetic tape that conform to National Emergency Number Association ("NENA") Version #2 (or the currently existing version) format for MCI subscribers.

6.1.1.9.3.1 MCI shall provide information on new subscribers to Bell Atlantic as part of the ordering process. Bell Atlantic shall update its database within two (2) business days of receiving the information from MCI. If Bell Atlantic detects an error in the MCI provided data, the data shall be returned to MCI within one (1) business day after the error was detected by Bell Atlantic. MCI shall respond to requests from Bell Atlantic to make corrections to database record errors by uploading corrected records within two (2) business days. Manual entry of the



data by Bell Atlantic shall be allowed until an interface between the Parties is developed and deployed, and thereafter in the event such interface is not functioning properly. In the event of an E911 database failure, MCIm subscriber E911 information review and entry shall be at Parity.

6.1.1.9.4 MCIm shall assign an E911 database coordinator charged with the responsibility of forwarding MCIm end user ALI record information to Bell Atlantic or via a third-party entity charged with the responsibility of ALI record transfer. MCIm assumes all responsibility for the accuracy of the data that MCIm provides to Bell Atlantic.

6.1.1.9.5 Bell Atlantic agrees to treat all data on MCIm subscribers provided under this Agreement as Confidential Information in accordance with the terms of Section 22 of Part A and to use data on MCIm subscribers only as provided under this Agreement.

6.1.1.9.6 Upon completion of NENA Telco Identification Code standards, Bell Atlantic shall use a Carrier Code (a NENA standard five-character field) on all ALI records received from MCIm. The Carrier Code shall identify the carrier of record in +LNP configurations. Prior to completion of the NENA standards, Bell Atlantic shall use the ACNA code obtained from Bellcore's carrier identification code assignments.

6.1.1.9.7 Bell Atlantic shall identify which ALI databases cover which states, counties or parts thereof, and identify and communicate a point of contact for each.

6.1.1.10 Basic 911 and E911 network and trunking requirements.

6.1.1.10.1 Basic 911 and E911 network and trunking requirements are addressed in Attachment IV, Section 1.5 *et seq.*

~~6.1.1.10 The following are basic 911 and E911 network requirements:~~

~~6.1.1.10.1 Bell Atlantic shall provide the number of trunks as may be ordered by MCIm. These trunks shall be dedicated to routing 911 calls from MCIm's Switch to a Bell Atlantic selective router.~~

~~6.1.1.10.2 Where available, Bell Atlantic shall provide the Selective Routing of F011 calls received from MCI's switching office. This consists of the ability to receive the ANI of MCI's subscriber, selectively route the call to the appropriate PSAP, and forward the subscriber's ANI to the PSAP. Bell Atlantic shall provide MCI with the appropriate common language location identifier ("CLLI") codes and specifications regarding the tandem serving area associated addresses and meet points in the network.~~

~~6.1.1.10.2 Bell Atlantic will supply, upon MCI's request, the written exchange of pertinent data at the Rate Center level, for the routing of basic 011 and F011 calls to the proper public safety agency.~~

~~6.1.1.10.1 MCI shall ensure that its Switches provide ANIs and the line number of the calling station that are compatible with Bell Atlantic's network.~~

~~6.1.1.10.5 Each A.I. discrepancy report shall be jointly researched by Bell Atlantic and MCI. Corrective action shall be taken promptly by the responsible Party.~~

**6.1.1.10.26 Subject to mutual agreement, Bell Atlantic shall provide MCI with written technical specifications for network interfaces, and technical specifications for database loading and maintenance pursuant to NENA Standards. Bell Atlantic shall also cooperate with MCI on reasonable requests for Rate Center information.**

~~6.1.1.10.7 Bell Atlantic shall identify special routing arrangements to complete 011 calls.~~

~~6.1.1.10.8 Bell Atlantic shall begin restoration of F011 and/or F011 trunking facilities promptly upon notification of failure or outage. Bell Atlantic shall provide priority restoration of trunks or network outages on the same terms conditions it provides itself.~~

~~6.1.1.10.9 Bell Atlantic shall identify any special operator assisted calling requirements to support 011.~~

~~6.1.1.10.10 Trunking shall be arranged in compliance with local emergency service requirements to minimize the likelihood of Central Office isolation due to cable cuts or other equipment failures. If there is an alternate means of transmitting a 011 call to a PSAP, in the event of an emergency, it will be available at Parity.~~

~~6.1.1.10.11 Equipment and circuits used for 911 shall be monitored at all times. Monitoring of circuits shall be done to the individual circuit level. Monitoring shall be conducted by Bell Atlantic for trunks between the tandem and all associated PSAPs.~~

~~6.1.1.10.12 Repair service shall begin promptly upon receipt of a report of a malfunction; the priority of which shall depend upon whether such malfunction impairs provision of 911 and E911 Services. Repair service includes testing and diagnostic service from a remote location, dispatch of or in person visits of personnel. Technicians shall be dispatched without unreasonable delay.~~

~~6.1.1.10.13 All 911 trunks must be capable of transmitting and receiving Daudot codes necessary to support the use of telecommunications devices for the deaf (TTY/TDDs).~~

#### **6.1.2 Basic 911 and E911 Additional Requirements**

6.1.2.1 All MCIm lines that have been ported via +NP shall reach the correct PSAP when 911 is dialed. Bell Atlantic shall send both the ported number and the MCIm number (if both are received from MCIm) to the PSAP upon an ALI request from the PSAP. The PSAP attendant shall see both numbers where the PSAP is using a standard ALI display screen and the PSAP extracts both numbers from the data that is sent. The MCIm subscriber's directory number may be shown on the "remarks" line of the ALI record.

6.1.2.2 Bell Atlantic shall work with the appropriate government agency to provide MCIm the ten-digit POTS number of each PSAP which subtends each Bell Atlantic selective router/911 tandem to which MCIm is interconnected.

6.1.2.3 Bell Atlantic shall use reasonable efforts to notify MCIm forty-eight (48) hours in advance of any scheduled testing or maintenance affecting MCIm 911 Service, and provide notification as soon as possible of any unscheduled outage affecting MCIm 911 Service.

6.1.2.4 MCIm shall be responsible for reporting all errors, defects and malfunctions to Bell Atlantic. Bell Atlantic shall provide MCIm with the point of contact for reporting errors, defects, and malfunctions in the service and shall also provide escalation contacts.

6.1.2.5 Bell Atlantic shall provide reasonable notification of any pending tandem moves, NPA splits, or scheduled maintenance outages affecting MCIIm 911 Service.

6.1.2.6 Bell Atlantic shall establish a process for handling "reverse ALI" inquiries by public safety entities.

6.1.2.7 Bell Atlantic shall establish a process for the management of NPA splits by populating the ALI database with the appropriate new NPA codes.

6.1.2.8 Bell Atlantic shall provide the ability for MCIIm to update 911 database with end user information for lines that have been ported via ~~INP~~ LNP.

### 6.1.3 Directory Assistance Service

6.1.3.1 Bell Atlantic shall provide for the routing of Directory Assistance calls (including but not limited to 411, 555-1212, NPA-555-1212) dialed by MCIIm subscribers directly to either the MCIIm Directory Assistance service platform or Bell Atlantic Directory Assistance service platform as specified by MCIIm.

6.1.3.2 MCIIm subscribers shall be provided the capability by Bell Atlantic to dial the same telephone numbers for access to MCIIm Directory Assistance that Bell Atlantic subscribers are provided to access Bell Atlantic Directory Assistance.

6.1.3.3 If MCIIm purchases from Bell Atlantic MCIIm-branded Directory Assistance service selectively routed to Bell Atlantic's Directory Assistance platform, MCIIm shall give Bell Atlantic six (6) months notice before terminating that arrangement by selectively rerouting Directory Assistance traffic to another Directory Assistance platform.

6.1.3.3.1 Bell Atlantic agrees to provide MCIIm subscribers with Directory Assistance service at Parity.

6.1.3.3.2 Bell Atlantic shall notify MCIIm in advance of any changes or enhancements to its Directory Assistance service, and shall make available such service enhancements at Parity and on a Non-Discriminatory basis with respect to other CLECs.

6.1.3.3.3 Bell Atlantic shall provide Directory Assistance to MCIIm subscribers in accordance with industry standards. Bell

Atlantic shall notify MCI in advance of any changes or enhancements to its Directory Assistance service, and shall make available to MCI such service enhancements on a nondiscriminatory basis. Bell Atlantic's internal methods, procedures and standards, which shall, at a minimum, comply with applicable state regulations. Upon MCI's request, Bell Atlantic shall provide to MCI its methods and procedures for providing Directory Assistance service.

**6.1.3.3.4 Bell Atlantic shall provide MCI with provisioning of Directory Assistance at Parity.**

**6.1.3.3.5 Service levels shall comply, at a minimum, with applicable state regulatory requirements, including those for number of rings to answer and disaster recovery options.**

**6.1.3.3.6 Specialized Routing**

**6.1.3.3.6.1 Commencing after April 1, 1997, and in conformance with the provisions of Attachment III, Section 7.2.2, Bell Atlantic shall make available to MCI branded Directory Assistance for Directory Assistance traffic originating at any Bell Atlantic Switches where Bell Atlantic has already implemented the rerouting of Directory Assistance traffic pursuant to a request from a carrier.**

**6.1.3.3.6.2 Where Bell Atlantic is not offering this service in response to a request from a carrier, MCI may request that a Switch offer such rerouting capability and, in conformance with the provisions of Attachment III, Section 7.2.2, Bell Atlantic shall begin implementation of such request within ninety (90) days, and complete implementation within ninety (90) days thereafter. Bell Atlantic shall fulfill such requests on a Non-Discriminatory Basis.**

**6.1.3.3.6.3 Bell Atlantic shall provide front end branding as reasonably specified by MCI. MCI has the option of providing its own branded recordings and related materials for branding.**

**6.1.3.3.7 Bell Atlantic shall provide the following minimum Directory Assistance capabilities to MCI's subscribers:**

6.1.3.3.7.1 Bell Atlantic shall provide to MCIIm subscribers seeking Directory Assistance the same number of responses and detail of information that it provides its own subscribers.

6.1.3.3.7.2 Upon request by subscriber, call completion to the requested number for local and intraLATA toll calls shall be returned to the MCIIm network. Rating and billing shall be done by MCIIm.

6.1.3.3.7.2.1 Upon MCIIm's request and if Technically Feasible, Bell Atlantic shall provide blocking of Directory Assistance call completion on an ANI specific basis.

6.1.3.3.7.3 Bell Atlantic shall populate MCIIm listings in the Directory Assistance database in the same manner and in the same time frame as it does for Bell Atlantic subscribers.

6.1.3.3.7.4 Any information provided by a Directory Assistance automatic response unit shall be repeated the same number of times for MCIIm subscribers as for Bell Atlantic subscribers.

6.1.3.3.7.5 Bell Atlantic shall instruct MCIIm subscribers to call a toll free number for MCIIm customer service to request a credit. Bell Atlantic shall provide one toll free number for business subscribers and another for residential subscribers.

#### **6.1.4 Operator Services**

6.1.4.1 Bell Atlantic shall provide for the routing of 0+ local, 0- and operator transfers for local Operator Services calls dialed by MCIIm subscribers directly to either the MCIIm Operator Service platform or Bell Atlantic Operator Service platform as specified by MCIIm and pursuant to Attachment III, Section 7.2.2.

6.1.4.2 MCIIm subscribers shall be provided the capability by Bell Atlantic to dial the same telephone numbers to access MCIIm operator service that Bell Atlantic subscribers dial to access Bell Atlantic Operator Service.

6.1.4.3 If MCIIm purchases from Bell Atlantic MCIIm-branded Operator Services selectively routed to Bell Atlantic's Operator Services platform, MCIIm shall give Bell Atlantic six (6) months notice before terminating that arrangement by selectively rerouting Operator Services traffic to another Operator Services platform.

6.1.4.3.1 Bell Atlantic agrees to provide MCIIm subscribers Operator Services and service enhancements at Parity and on a Non-Discriminatory basis.

**6.1.4.3.2 Specialized Routing**

6.1.4.3.2.1 Commencing after April 1, 1997, and in conformance with the provisions of Attachment III, Section 7.2.2, Bell Atlantic shall make available to MCIIm branded Operator Services for Operator Services traffic originating at any Bell Atlantic Switches where Bell Atlantic has already implemented the rerouting of Operator Services traffic pursuant to a request from a carrier.

6.1.4.3.2.2 Where Bell Atlantic is not offering this service in response to a request from a carrier, MCIIm may request that a Switch(es) offer such rerouting capability and, in conformance with the provisions of Attachment III, Section 7.2.2, Bell Atlantic shall begin implementation of such request within ninety (90) days, and complete implementation within ninety (90) days thereafter. Bell Atlantic shall fulfill such requests from carriers requesting it on a Non-Discriminatory Basis.

6.1.4.3.2.2.1 Bell Atlantic shall provide front end branding as reasonably specified by MCIIm. MCIIm has the option of providing its own branded recordings and related materials for branding.

6.1.4.3.3 Bell Atlantic shall provide the following minimum Operator Service capabilities to MCIIm subscribers at Parity.

6.1.4.3.3.1 Completion of 0+ and 0- dialed local calls;

6.1.4.3.3.2 Completion of 0+ intraLATA toll calls;

6.1.4.3.3.3 Completion of calls that are billed to a calling card, with the exception of calls billed to proprietary cards, and MCI shall designate to Bell Atlantic the acceptable types of special billing;

6.1.4.3.3.4 Completion of person-to-person calls;

6.1.4.3.3.5 Completion of collect calls;

6.1.4.3.3.6 The capability for callers to bill to a third party and complete such calls;

6.1.4.3.3.7 Completion of station-to-station calls;

6.1.4.3.3.8 The processing of emergency calls;

6.1.4.3.3.9 The processing of Line Status Verification and Verification and Call Interrupt requests;

6.1.4.3.3.10 The processing of operator-assisted Directory Assistance calls;

6.1.4.3.3.11 Provision of rate quotes;

6.1.4.3.3.12 The processing of time-and-charges requests; and

6.1.4.3.3.13 The routing of 0- traffic directly to a "live" operator team.

6.1.4.3.3.14 When requested by MCI and commencing on availability, Bell Atlantic shall provide when Technically Feasible, credit on Operator Services calls as provided to Bell Atlantic subscribers or shall instruct MCI subscribers to call a toll free number for MCI customer service to request a credit. Bell Atlantic shall provide one toll free number for business subscribers and another for residential subscribers.

6.1.4.3.3.15 Caller assistance for the disabled; and

6.1.4.3.3.16 Provision of operator-assisted conference calling, when Technically Feasible.



August 10, 2000

**EXHIBIT C**

**CHANGE MANAGEMENT PROCESS**



**Bell Atlantic - Legal Department**  
1095 Avenue of the Americas  
New York, NY 10036  
37th Floor  
Tel 212 395-7010  
Fax 212 768-7568

**Donald C. Rowe**  
Counsel

May 22, 1998

**BY HAND**

Honorable Jaclyn A. Brillling  
Honorable Judith A. Lee  
Administrative Law Judges  
New York Department of Public Service  
Three Empire State Plaza  
Albany, New York 12223-1350

**Re: Case 97-C-0271 - OSS Collaborative Phase**

Your Honors:

Please find enclosed a document entitled "Telecom Industry Services - Change Management Process", dated May 22, 1998. This document represents the remaining item necessary to complete the OSS Collaborative Baseline Documentation submitted jointly by Bell Atlantic - New York, AT&T Communications of New York, Intermedia Communications, LCI International Telecommunications, and MCI Telecommunications Corporation and MCI metro Access Transmission Services, Inc. ("MCI") on May 15, 1998, in this proceeding. In addition to these signatory entities, representatives of Ameritech Communications International, CTC Communications Corporation, Frontier International Communications, Teleport Communication Group, Sprint Communications Company, USN Communications Northeast and WorldCom also participated on occasion in the process which led to this final agreement and documentation.

Honorable **Jaclyn A. Brill**  
Honorable Judith A. Lee  
May 22, 1998

Bell Atlantic - New York is sending a copy of this filing today to the representatives of the **OSS** Collaborative parties and to others on the service list for PSC Case 97-C-0271. We are also providing Secretary Crary with an original and fifteen copies for filing in this proceeding.

Respectfully submitted,



Enclosure

cc: Honorable John C. **Crary**,  
Secretary (By Hand)  
Mr. John Coleman (By Hand)  
Ms. Donna **DeVito** (By Hand)  
Mr. Robert Soika (By Hand)



FINAL - 5 / 22 / 98

# Telecom Industry Services

## Change Management Process